

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission
527 East Capitol Avenue
Springfield, Illinois 62701

ORIGINAL

ILLINOIS
COMMERCE COMMISSION

MAR 22 1 22 PM '02

CHIEF CLERK USE ONLY:
For Commission Use Only:

Case 02-0222

Regarding a complaint

by Dianne Cornelius
(Person making the complaint)

against Peoples Energy Peoples Gas
(Utility name)

as to inadequate customer service
(Reason for complaint)

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 3424 W 74th St Chicago, Ill 60629

The service address that I am complaining about is 3424 W 74th St Chicago, Ill 60629

My home telephone number is 773 783 7684

Between 8:30 a.m. and 5:00 p.m. weekdays I can be reached at 773 538 5627 x 264

Peoples Energy Peoples Gas (respondent) is a public utility and is subject to the provisions of
(Full name of utility company)
the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs which you think are involved with your complaint.

83 Illinois Admin Code, Section 280.100 unbilled
Service

Have you contacted the Consumer Affairs Division of the Illinois Commerce Commission about this complaint? ☒ Yes ☐ No

Has your complaint filed with that office been closed? ☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include any specific time period and dollar amounts involved with your complaint. Use an extra sheet of paper, if needed.

- 1) I was told I had not had a actual reading since 1999.
 - 2) This is incorrect because meter readings were called in several times which is indicated in the computer, however it still appears as estimated bills
 - 3) In addition to the called in meter readings a employee was sent in april 2001 to check on underground activity or proper connection in my home. He recorded my meter reading in his hand held computer but failed to call the actual reading in
 - 4) The level of service received in trying to resolve this matter was unacceptable.
- Please clearly state what you want the Commission to do in this case.

I want the commission to waive the \$188⁰⁰ amount that has my bill delinquent

Date: 03/18/02
(Month, day, and year)

Complainant's signature Dianne Cornelius

If you will be represented by an attorney, please give the attorney's name, address, and telephone number.

You need to file the original and three copies of this form with the Commission and also provide the Commission one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must watch you fill out this part of the form.

I, Dianne Cornelius, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Dianne Cornelius

(Signature)

Subscribed and sworn/affirmed to before me this 19 day of March, 192002.

[Signature]
Notary Public, Illinois

NOTE:

Failure to answer all of the questions on this form may result in this form being returned to you without processing. If you have questions, please call the counselor in the Consumer Affairs Division that handled your informal complaint.

cc207/07

